

MACC | **Metropolitan Area Communications Commission**

Cable TV Franchise Regulation • Tualatin Valley Community Access (TVCA) • Public Communications Network (PCN)

January 8, 1993

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Ms. Donna R. Searcy
Secretary
Federal Communications Commission
1919 M Street, NW
Room 222
Washington, DC 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: COMMENTS ON MM DOCKET NO. 92 - 263, CONSUMER PROTECTION
AND CUSTOMER SERVICE STANDARDS

Dear Ms. Searcy:

On behalf of the Metropolitan Area Communications Commission (MACC), I transmit to you an original and ten copies of the Comments of the Metropolitan Area Communications Commission, et al., in MM Docket No. 92 - 263, Consumer Protection and Customer Service Standards.

If any additional information is needed in connection with this matter, please do not hesitate to contact me.

Sincerely,



Bruce Crest
Administrator

ABC:clf
Attachment

cc: MACC Commissioners

92-263.LTR

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

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In the Matter of)

Implementation of Section 8)
of the Cable Television)
Consumer Protection and)
Competition Act of 1992)

Consumer Protection and)
Customer Service)

MM Docket No. 92 - 263

TO: The Commission

COMMENTS OF THE METROPOLITAN AREA COMMUNICATIONS COMMISSION
ON BEHALF OF ITS MEMBER JURISDICTIONS
WASHINGTON COUNTY, OREGON
AND THE OREGON CITIES OF
BANKS, BEAVERTON, CORNELIUS, DURHAM, FOREST GROVE,
GASTON, HILLSBORO, KING CITY, LAKE OSWEGO, NORTH PLAINS,
RIVERGROVE, SHERWOOD, TIGARD, TUALATIN AND WILSONVILLE

The Metropolitan Area Communications Commission on behalf of
its member jurisdictions submit these comments in the above
captioned proceeding.

I. INTRODUCTION

The Metropolitan Area Communications Commission
(hereinafter, MACC) is an intergovernmental agency, established
under Oregon State Statutes, which regulates and administers
cable television franchise agreements for its member
jurisdictions in a metropolitan area adjacent to the City of
Portland, Oregon. MACC was formed in 1980, and in 1982 granted a
single cable franchise to serve all its member jurisdictions.

The current cable operator is Columbia Cable of Oregon, Inc. (hereinafter, Columbia), with 68,000 subscribers representing a homes passed penetration of 67%.

II. STATEMENT OF CONCURRENCE

In this proceeding, MACC has reviewed the comments filed with the Federal Communications Commission (hereinafter, Commission) by the National Association of Telecommunications Officers and Advisors, National League of Cities, United States Conference of Mayors and the National Association of Counties (hereinafter, Local Governments). We feel that the comments filed by Local Governments with the Commission accurately reflect MACC's position on the implementation of Section 8 of the Cable Television Consumer Protection and Competition Act of 1992 (hereinafter, 1992 Cable Act or Act), addressing consumer protection and customer service. Therefore, MACC wholeheartedly concurs with the comments filed by Local Governments and respectfully requests that the Commission strongly consider these comments during deliberations of this matter.

III. MACC CUSTOMER SERVICE STANDARDS

MACC feels that it is important for the Commission to review examples of current customer service standards currently used by franchising authorities and to which, cable operators have agreed to follow. To that end, we have supplied an outline, labelled

Attachment A, which lists the customer service standards contained in the MACC franchise agreement with our current cable operator, Columbia. As you can see, the MACC standards, like the standards exhibited with the comments filed by Local Governments, are clearly superior to the voluntary "industry standards" adopted by the National Cable Television Association (hereinafter, NCTA). We strongly urge the Commission not to adopt the NCTA standards to satisfy the requirements of the 1992 Cable Act, but rather to carefully consider the level of standards that Local Governments plans to submit with their reply comments in this matter.

IV. UNIFORMITY AND COMPLIANCE

In considering national customer service standards, MACC urges the Commission to adopt rules that will be specific enough to ensure uniformity and ease of compliance and enforcement by cable operators and local franchising authorities, respectively.

V. CONCLUSION

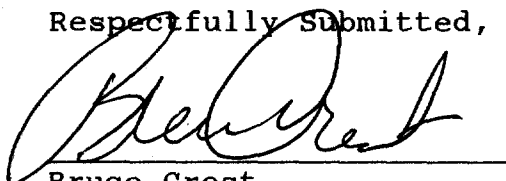
As a local government cable regulatory agency, MACC believes that the approach proposed by Local Governments in their comments filed with the Commission will ensure high quality customer service to cable subscribers under our jurisdiction, as well as throughout the country. MACC also believes that Local

COMMENTS OF MACC
MM DOCKET 92 - 263
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Governments approach to this matter will not unduly burden cable operators.

Thank you for considering our concerns in this matter.

Respectfully Submitted,

A handwritten signature in dark ink, appearing to read "Bruce Crest", is written over a horizontal line.

Bruce Crest
Administrator
Metropolitan Area Communications Commission
1815 NW 169th Place, Suite 6020
Beaverton, OR 97006-4886

January 8, 1993

cc: MACC Commissioners

enclosure: Attachment A

ATTACHMENT "A"

CUSTOMER SERVICE STANDARDS OF THE METROPOLITAN AREA COMMUNICATIONS COMMISSION (MACC).

Customer Service Hours

Standard: Office must be open and accessible during all regular business hours, and the cable operator must be able to receive subscriber complaints or requests on a 24-hour basis. Customers must be able to reach cable operator with a toll-free call.

(Cable Operator Procedure: Customer service representatives are available over 90 hours per week; complaints and requests can be made on a 24-hour basis to staff or answering service.)

Telephone Service Time Requirements

Standard: Incoming calls must be answered within 3 minutes 90% of the time during any one hour time period. The cable operator substantially beats this standard.

Customer Complaint and Service Handling Reports

Cable operator must submit monthly report summarizing all complaints received; report must contain, at a minimum, the name, address, and telephone number of the complaining party, the specific nature of the complaint, remedial action taken (if any), and the current status of the complaint.

Cable operator shall, on request from MACC, provide any additional information reasonably necessary and appropriate to the enforcement of the franchise.

Handling/Scheduling of Service Calls

Cable operator will respond to complaints or requests for service within 24 hours within 24 hours of receiving of the complaint or request. No charge shall be made for this service.

Service Interruption for System Repair

Service interruptions for scheduled maintenance or repair shall occur during a period of minimum use of the system. A written log shall be maintained for all service interruptions.

Service of Outages

Cable operator will repair outages promptly, give credit for such outages upon request, and maintain a log of all outages, indicating cause of outage, areas affected, and length of service interruption.

Credit for service outages

Given upon request.

Billing and Billing Disputes

Resolution of Service-Related Disputes

MACC has procedures in place for resolving disputes against the performance of the cable operator, and the operator agrees to abide by these procedures, and to inform customers of their right to request assistance from MACC.

Voluntary Disconnection

No charge shall be made for voluntary disconnection from the requested disconnect date, regardless of when the disconnection actually occurs.

Notice of Rate Changes or Programming Changes or Deletions

Cable operator shall notify subscribers at least 30 days, and MACC 45 days, in advance of any changes in rates or programming.